



North Carolina Balance of State Continuum of Care

bos@ncceh.org

919.755.4393

www.ncceh.org/BoS

Regional Committee Veteran Plan

In *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, the US Interagency Council on Homelessness (USICH) outlines goals for Continuums of Care that include ending Veteran homelessness by 2015.¹ To assist communities in reaching this objective, the USICH also published *Achieving the Goal of Ending Veteran Homelessness: Criteria and Benchmarks*, which outlines how systems can achieve an effective end to Veteran homelessness. Effectively ending homelessness for Veterans means that communities have designed systems to quickly identify and house homeless Veterans.² The North Carolina Balance of State Continuum of Care (BoS CoC) has set a goal to meet the USICH criteria and benchmarks by December 2017.

Goal

The goal of the regional Veteran system is to meet the federal benchmarks and criteria in each of the 13 Regional Committees by establishing and continuing to maintain an optimized homeless assistance system that effectively and continually prevents and ends Veteran homelessness across the BoS CoC. To accomplish this goal, the BoS CoC and State and VA partners will create a regional Veteran system to quickly identify and house Veterans in all 13 Regional Committees.

Vision

The BoS CoC Plan to End Veteran Homeless identifies a primary SSVF grantee for each of the 13 regions who will provide outreach to homeless Veteran households, assess them for eligibility, and oversee their connection to housing. These SSVF grantees will act as system navigators for each identified Veteran, no matter the Veteran's VA eligibility status, to ensure data collection and connection to permanent housing as quickly as possible. The permanent housing placement may be provided by SSVF, HUD-VASH, CoC or ESG programs, or other community housing programs. If a Veteran is ineligible for SSVF assistance, the SSVF provider, as navigator, will connect the Veteran to the Regional Committee's coordinated assessment system to access community housing programs.

Contact Information

Regional Committee: Piedmont Region

Counties Served: Cabarrus, Rowan, Stanly, Davidson, Union

For the following questions please provide individual name, agency name and contact information.

Primary SSVF Provider: Community Link

Primary Authors of the Plan: Branden Lewis (brandenl@communitylinknc.org)

¹ <https://www.usich.gov/opening-doors>

² https://www.usich.gov/resources/uploads/asset_library/Achieving_the_Goal_Ending_Veteran_Homelessness_v3_10_01_15.pdf

Regional Committee Lead: Nicole Dewitt (nicoled@communitylinknc.org)

Regional Committee Point of Contact for the Veteran System: Branden Lewis
(brandenl@communitylinknc.org)

Other Key Partners in Veteran System: Family Endeavors --Janee Parker704-780-4950

jparker@familyendeavors.org

United Way of Forsyth County-- Rose Carvajal 336-788-4965 ext. 201

rcarvajal@goodwillnwnnc.org

Criterion #1: The community has identified all Veterans experiencing homelessness.

Outreach

The goal of outreach is to immediately identify and engage unsheltered homeless Veterans and offer low-barrier shelter and permanent housing assistance to any homeless Veteran within the CoC. Outreach within Regional Committees will take two forms: passive and assertive.

Passive Outreach

With passive outreach, SSVF providers, with the help of regional leadership, will identify key community partners to aid in identifying homeless Veterans. SSVF providers will train these community partners on how to identify Veterans experiencing homelessness and how to make a referral to the primary SSVF agency in the region. Referrals will be made on an ongoing basis. In addition, each region will also be responsible for contacting the identified community partners a minimum of 2 times per month, whether in-person or by phone, to ask for potential referrals. Examples of agencies that should be considered for passive outreach include local service agencies (libraries, clothing closets, feeding programs), Veteran services (National Guards, Veteran Service Officers, VFWs), jails, etc.

Use the Appendix A tab to identify key partners who will be contacted for passive outreach efforts.

Describe how key community partners will be trained to identify Veterans, including who will provide training, how the trainings will be conducted (in-person, community meetings, etc.), the target dates for initial trainings, and the plan for future trainings to refresh current staff and initiate onboarding staff. Key community partners will be trained to identify Veterans during quarterly regional committee meetings as well as each county task force meeting. The trainings will be conducted in person by a representative from the primary SSVF agency. The initial training/meeting took place on March 8, 2017 at the regional committee meeting. The training will include how to identify Veterans by asking if they have actively served in the military.

Once communities identify Veterans through passive outreach, describe the process for engaging the Veteran, including: who will engage the Veteran, timeframe for first point of contact, how an offer of shelter will be made, housing plan development, and how the Veteran's information will be added to the regional by-name list.

Once a Veteran is identified through passive outreach, the agency will complete the VI-SPDAT with the Veteran. If the agency does not conduct the VI-SPDAT at their location, they will direct the Veteran to the appropriate agency in their county to complete the assessment. If the Veteran does not have transportation, they can call the Coordinated Assessment Lead to complete over the telephone. Once the assessment is complete, the Veteran will be added to the regional by-name list. The primary SSVF agency will use a "round robin" method to determine which agency will contact the Veteran to complete initial intake.

Assertive Outreach

Assertive outreach will be the primary responsibility of the SSVF providers in each Regional Committee. Assertive outreach involves visiting and surveying sites where unsheltered homeless people sleep or frequent to identify homeless Veterans and to offer them shelter and housing. Through this approach, providers can continue to engage known Veterans and identify new Veterans who need assistance. SSVF providers will also work with community partners who already conduct outreach to train them in how to identify and refer Veterans.

Use the following chart to list all agencies (SSVF providers, faith-based organizations, shelters, etc.) completing assertive outreach in the region:

Agency	Counties Served	How Often Outreach is Done Per Month
Community Link	Cabarrus, Rowan, Stanly, Davidson, Union	Twice per month.
United Way of Forsyth County	Davidson -will identify set locations (office building) and schedule dates and times for ongoing outreach at each location	Twice per month
Family Endeavors	Cabarrus, Rowan, Stanly, Davidson, Union	Twice per month.

If community agencies are doing assertive outreach, describe how they will be trained to identify Veterans, including who will be providing training, how the trainings will be done (in-person, community meetings, etc.) the target dates for these trainings, and how staff turnover will be taken into account for future training.

If community agencies are doing assertive outreach, they will be trained to identify Veterans at each quarterly regional committee meeting as well as at each county task force meeting. The trainings will be provided in person by a representative from the primary SSVF provider. This information was shared in the regional committee meeting that took place on March 8, 2017. The training will include how to identify Veterans by asking if they have actively served in the military. If staff turnover occurs, the affected agency will contact the primary SSVF provider for training.

How will the region obtain information about potential unsheltered sites (law enforcement, librarians, etc.)?

The region will obtain information about potential unsheltered sites by contacting the local law enforcement to help identify these areas. We will also contact the shelters in each county that have staff that conduct outreach in their counties.

Once an unsheltered location is identified, how will the location be tracked by the region and how often will the locations be visited for ongoing engagement?

Once an unsheltered location is identified, outreach workers from each SSVF agency that serves the region will visit the location at least once per month to see if there are any Veterans present.

Once a Veteran is identified through assertive outreach, describe the process for engaging the Veteran, including: who will engage the Veteran, timeframe for first point of contact, how an offer of shelter will be made, housing plan development, and how the Veteran's information will be added to the regional by-name list.

Once a Veteran is identified through passive outreach, the agency will complete the VI-SPDAT with the Veteran within 24 hours of identifying the Veteran. If the agency does not conduct the VI-SPDAT at their location, they will direct the Veteran to the appropriate agency in their county to complete the assessment. During the assessment, the Veteran will be offered shelter. If the Veteran does not have transportation, they can call the Coordinated Assessment Lead to complete over the telephone. Once the assessment is complete, the Veteran will be added to the regional by-name list. The primary SSVF agency will use a "round robin" method to determine which agency will contact the Veteran to complete initial intake and screen eligibility for the SSVF program. Once accepted into the SSVF program the housing plan will be developed. If the Veteran is not accepted into the SSVF program, the Veteran will develop a plan with the referring agency.

How will transportation be provided for unsheltered Veterans once identified?

Transportation and resources to assist with transportation are limited in these counties. Union County Community Shelter does provide transportation for its residents. If Veterans are identified that do not have transportation, the Veteran or the outreach worker can call the Coordinated Assessment Lead to complete over the telephone. Transportation is not provided by Family Endeavors, United Way of Forsyth County or Community Link.

In-Reach

The primary SSVF provider will coordinate in-reach efforts to identify homeless Veterans in shelter and transitional housing programs that do not participate in coordinated assessment or the HMIS system. SSVF providers will train agency staff at non-participating agencies on how to identify Veterans and how to make a referral to the primary SSVF agency in the region.

Use the Appendix B tab to identify key agencies that provide shelter, transitional housing, or other services that do not currently participate in HMIS or coordinated assessment and will be contacted for in-reach efforts.

Describe how agencies that provide shelter and transitional housing and do not participate in HMIS or coordinated assessment will be engaged in the Veteran system, including: who will engage the agencies and a projected timeline.

Agencies that do not participate in HMIS or coordinated assessment, will be contacted by the outreach worker on a monthly basis by phone.

Describe how engaged community agencies will be trained to identify Veterans, including: who will be providing training, how the trainings will be done (in-person, community meetings, etc.), the target dates for these trainings, and how staff turnover will be taken into account for future training. Engaged community agencies will be trained by the outreach workers to identify Veterans. The trainings will take place at the local county task force meetings. If staff turnover occurs, the affected agency will contact the primary SSVF provider for training. If agencies do not attend the county task force meeting, they can request that the lead Veteran agency can travel to their location or provide a training through technology.

Once the community has identified Veterans through in-reach efforts, describe the process for engaging the Veteran, including: who will engage the Veteran, timeframe for first point of contact, how an offer of shelter will be made, housing plan development, and how the Veteran's information will be added to the regional by-name list.

Once a Veteran is identified through in-reach efforts, the Veteran will be engaged by the SSVF outreach worker. The first point of contact will take place within 24-48 hours. The Veteran will be offered shelter in their local community by the outreach worker who identified them. If the agency does not conduct the VI-SPDAT at their location, they will direct the Veteran to the appropriate agency in their county to complete the assessment. If the Veteran does not have transportation, they can call the Coordinated Assessment Lead to complete over the telephone. Once the assessment is complete, the Veteran will be added to the regional by-name list. The primary SSVF agency will use a "round robin" method to determine which agency will contact the Veteran to complete initial intake and screen eligibility for the SSVF program. Once accepted into the SSVF program, a housing plan will be developed. If the Veteran is not eligible for the SSVF program, the housing plan will be developed with outreach or shelter staff.

Criterion #2: The community provides shelter immediately to any Veteran experiencing unsheltered homelessness who wants it.

Offer of Shelter

When an unsheltered Veteran is identified during outreach, SSVF providers will make an immediate referral to the coordinated assessment system. If the region's coordinated assessment system identifies an unknown Veteran, the provider completing the screen will make an offer of shelter and refer the Veteran to the primary SSVF provider in the region. For Veterans ineligible for VA programs, the SSVF provider will work with providers in the region's coordinated assessment system to ensure that shelter placement has been offered and the Veteran's information has been entered into HMIS.

Use Appendix C tab to identify shelter in the region that will be utilized to serve unsheltered Veterans.

For Veterans who decline an offer of shelter, the SSVF provider, acting as navigator, will routinely offer shelter in conjunction with the regional coordinated assessment system while also working to secure a permanent housing placement.

For regions that do not have shelter, an offer of emergency housing in a hotel or motel will be made.

Describe how unsheltered Veterans will be offered and connected to shelter once identified in outreach, including: how shelter bed(s) will be secured, how Veterans will be transported to shelter, etc.

Once unsheltered Veterans are identified in outreach, they will be informed of the local shelters that may have availability for them. Only one of the shelters in the counties served has beds set aside for Veterans. This shelter is Rown Helping Ministries in Rowan County.

If an unsheltered Veteran is identified in the region's coordinated assessment process through the Prevention and Diversion screen or the VI-SPDAT, describe how CoC agencies will make an offer of shelter and how Veterans will be connected to the primary SSVF provider to be added to the region's by-name list.

If an unsheltered Veteran is identified in the region's coordinated assessment process through Prevention and Diversion screen or the VI-SPDAT, the Veteran will be immediately added to the region's by-name list and offered shelter. The primary SSVF provider will share the Veteran's contact information with one of the SSVF providers in the region for them to contact and complete the SSVF screening. The Veteran will be contacted with 24-48 hours of being placed on the list.

Describe how Veterans who decline an offer of shelter will be routinely offered shelter and how these offers will be tracked for the region.

Veterans who decline an offer of shelter will be offered shelter at least once every 30 days. The Veteran and their contact information will remain on the by-name list and notes will be kept for each offer.

Does your region utilize emergency housing, such as hotel/motel vouchers, if no shelter beds are available? Yes No

If so, please describe the process for accessing this emergency housing:

Stanly County--uses cots as back-ups and expands shelter into dining room. If that is full, they will provide blankets to households and invite them back the next day to check shelter availability.

Rowan County--gives a resource paper or tries to find other shelter. they will provide blankets to households and invite them back the next day to check shelter availability.

Davidson--tries to locate other shelters by calling counties nearby.

Union--invites households to their office to provide case management services while trying to identify another agency that may have available space. They are able to provide hotel/motel vouchers in limited instances.

Please describe any known barriers for accessing emergency housing:

Salvation Army (Cabarrus County)--must be sober.

Community Inn (Stanly County)--must pass breathalyzer, verify place they came from, must have ID.

Rowan Helping Ministries (Rowan County)--no sex offenders; must pass breathalyzer; must have ID; if not from Rowan County-have 3 day limit in shelter.

Crisis Ministries of Davidson County--no sex offenders; no previous ban.

Union County Community Shelter--none

Does your region need assistance with emergency housing and shelter? Yes No

If yes, please provide the name, email and phone number of the person to contact:

Criterion #3: The community only provides service-intensive transitional housing in limited instances.

Transitional Housing

Though the BoS CoC does not have Grant Per Diem programs, service-intensive transitional housing programs funded through private sources are available to Veterans. Both the primary SSVF provider and the local agencies that serve as access points for the Regional Committee's coordinated assessment system will ensure Veterans are offered a choice of permanent housing assistance (e.g., SSVF) either prior to entering the transitional housing program or once identified in the transitional housing program.

Literally homeless Veterans referred to Grant Per Diem programs outside of the BoS CoC who originated from the BoS CoC will be welcomed back to their home counties, if they choose to return. SSVF providers are responsible for following up with Veterans while in Grant Per Diem programs and to develop housing plans for their return. For Veterans that entered Grant Per Diem programs without literal homeless status, SSVF providers will not accept referrals from Grant Per Diem programs until the program attempts a discharge into housing using the Veteran's support resources.

For each system, please describe how Veterans will be offered permanent housing and how that offer will be tracked prior to transitional housing referral.

Regional Coordinated Assessment System:

Veterans who present at coordinated assessment will be connected with an SSVF provider. The SSVF provider will screen for eligibility into the SSVF program. Once a Veteran is determined eligible for the SSVF program, the program will accept the Veteran and begin the process in obtaining permanent housing. This will be tracked on the by-name list.

Veteran Service System (SSVF Providers and VA Medical Centers):

Veterans will be screened for the SSVF program once connected to an SSVF provider. The SSVF provider will determine eligibility into the SSVF program. If there are vacancies within VAMC homeless programs, the SSVF provider will refer accordingly. This will be tracked on the by-name list.

If a Veteran is referred to a Grant Per Diem program outside of the BoS CoC and wishes to return to the BoS CoC for housing, please describe how SSVF providers will follow-up with the Veteran to create housing plans for their return to the region.

If a Veteran is referred to a GPD program outside of the BoS CoC and wishes to return to the BoS CoC for housing, the SSVF provider will contact the Veteran to complete the SSVF screening form to determine eligibility for the SSVF program. SSVF providers will follow-up with the Veteran by phone to create a housing plan for their return to the region. This will be tracked on the by-name list.

Criterion #4: The community has capacity to assist Veterans to swiftly move into permanent housing.

System Navigation

As communities identify homeless Veterans through outreach or in-reach activities, the primary SSVF provider will be notified. The primary SSVF provider will either meet with the Veteran or identify another SSVF provider who covers the region to contact the Veteran. Upon contact, the assigned SSVF provider will connect the Veteran to the local VAMC to determine Veteran eligibility for SSVF and HUD-VASH and add them to the Regional Committee's by-name list.

If the VAMC identifies the Veteran as eligible for VA-funded services, the primary SSVF provider will ensure a connection to either an SSVF or HUD-VASH program in the region to assist with permanent housing placement. If the Veteran is ineligible for VA benefits or does not want to participate in a VA program, the SSVF provider will connect the Veteran to the Regional Committee's coordinated assessment system for assessment and prioritization for CoC and other community housing programs.

Please use the following chart to list the staff from the VA Medical Centers (VAMC) who serve the region:

VAMC	Counties Served	Contact Name	Contact Information (email and phone)	Primary or Secondary staff
Salisbury	Cabarrus, Rowan, Stanly, Davidson, Union	Megann Grace-Sanchez	704-638-9000ext. 3137 megann.grace-sanchez@va.gov	<input checked="" type="checkbox"/> Primary <input type="checkbox"/> Secondary
Salisbury	Cabarrus, Rowan, Stanly, Union	John Hoover	704-310-7325 john.hoover@va.gov	<input type="checkbox"/> Primary <input checked="" type="checkbox"/> Secondary
				<input type="checkbox"/> Primary <input type="checkbox"/> Secondary
				<input type="checkbox"/> Primary <input type="checkbox"/> Secondary

Please use the following chart to list the SSVF providers in the region:

Agency	Counties Served	Point of Contact	Contact Information (email and phone)	Primary SSVF Provider
Community Link	Cabarrus, Rowan, Stanly, Davidson, Union	Madeline Thomas	704-943-9632 mthomas@communitylinknc.org	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Family Endeavors	Cabarrus, Rowan, Stanly, Davidson, Union	Janee' Parker	704-780-4950 jparker@familyendeavors.org	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
United Way of Forsyth County	Davidson	Rosa Carvajal	336-788-4965 ext. 201 rcarvajal@goodwillnwc.org	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
				<input type="checkbox"/> Yes

				<input type="checkbox"/> No
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Describe how the primary SSVF provider will follow up with referrals as Veterans are identified in the region, including: the timeframe for follow-up and how Veterans will be added to the regional by-name list.

The primary SSVF provider will follow up with referrals as Veterans are identified by contacting the agency who referred them. If there is no referring agency, the SSVF provider will contact the Veteran directly. Veterans who present at CA will be added to the by-name list immediately. Veterans will be contacted within 24 hours of being added to the list.

If other SSVF provider(s) cover the region, describe how the primary SSVF provider will coordinate referrals and ensure that programs contact Veterans.

The primary SSVF provider will send the Veteran's contact information to one of the SSVF providers in a "round robin" process. The SSVF provider will have 24 hours to contact the Veteran. The primary SSVF provider will contact the SSVF providers through email on each Friday to ensure that the Veteran has been contacted.

Describe how SSVF providers will coordinate with VA Medical Centers to assess Veterans for VA eligibility, including: transportation, timeframe, and determination of eligibility.

SSVF providers will coordinate with VA Medical Centers to assess Veterans for VA eligibility by having the Veteran sign a ROI that includes the VAMC in order to determine eligibility.

Describe how SSVF providers will assess eligibility for SSVF services, including: timeframe and how eligibility will be tracked.

SSVF providers will assess eligibility for SSVF services by screening each Veteran that is on the by-name list for the SSVF program using the SSVF intake form specific to their agency. Eligibility will be tracked on the by-name list.

If eligible for SSVF and/or other VA housing programs, describe the process that will be used to connect Veterans to permanent housing within 90 days.

If a Veteran is eligible for SSVF and/or other VA housing programs, the Veteran will be connected to a SSVF team member for initial assessment to discuss income and housing needs. The housing search will begin with a goal to house the Veteran within 90 days.

If ineligible for SSVF and/or other VA housing programs or the Veteran refuses VA-funded programs, describe how the SSVF provider will connect Veterans to the region's coordinated assessment process.

If the Veteran is ineligible for SSVF and/or other VA housing programs, or the Veteran refuses VA-funded programs, the SSVF provider will note the information on the by-name list and refer the Veteran back to a coordinated assessment site. The SSVF provider will inform the coordinated assessment lead through email as well to ensure that the Veteran does not get overlooked.

Once a Veteran enters the region's coordinated assessment system, describe how the Veteran will be tracked by regional leadership and SSVF providers to ensure housing placement.

Regional leadership and SSVF providers will follow up with the Veteran at least every two weeks to ensure that they are placed into housing through a non VA funded program.

Describe the process by which the region will track housing plans on regional by-name lists.

The region will add a column to the by-name list that will note whether the Veteran has been placed into housing.

Please use the following chart to list the region’s coordinated assessment access points:

Agency	Counties Served	Role in the Coordinated Assessment Process
Community Inn	Stanly	<input checked="" type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Rowan Helping Ministries	Rowan	<input checked="" type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Union County Community Shelter	Union	<input checked="" type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Crisis Ministries of Davidson County	Davidson	<input checked="" type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Family Services of Davidson County (for shelter residents only)	Davidson	<input type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Family Crisis Council of Rowan County (for shelter residents only)	Rowan	<input type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Community Link	Cabarrus-non shelter site	<input type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
United Way of Forsyth County	Davidson	<input type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Esther House (for shelter residents only)	Stanly	<input type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Turning Point (for shelter residents only)	Union	<input type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT

Does the region currently have housing programs, including public housing authorities, with preferences for Veterans? Yes No

If so, please describe the each program and preferences.

Rowan Housing Authority has a priority for Veterans. Rowan Helping Ministries has contract beds for Veterans.

Regional By-Name List

To track the BoS CoC’s progress in meeting the goal of ending Veteran homelessness, key data will need to be tracked for each of the 13 regional Veteran systems. Each region should maintain a by-name list. This list will identify all homeless³ Veterans within each region and will be updated at least monthly using the USICH template.

BoS CoC staff and SSVF providers will work jointly to maintain a current by-name list for each region. BoS CoC staff will pull regular reports from agencies that use HMIS to identify Veterans, place them on the list, and ensure that the primary SSVF provider for the region makes contact. SSVF providers will make

³ https://www.hudexchange.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf

bi-weekly contact with agencies not currently using HMIS to check if any Veteran currently accesses services in their programs.

Who will oversee the by-name list for the region?

Branden Lewis, Ginny Rainwater, Anisse Avery

What is the process the region will use to get consent from Veterans to be added to the by-name list? The Veteran will sign a Release of Information form to be added to the by-name list.

Please list all agencies that will have access to the list to add Veterans and/or update information and describe how MOUs will be established with these agencies.

An individual from each agency participating in Coordinated Assessment has visibility access to the by-name list. MOUs have been put in place for each participating SSVF provider and is awaiting signatures.

Please describe the process for reviewing the list to ensure information remains current, including: how often, who will review, and in what format (in-person meeting, phone call, etc.)

The list will be reviewed on a weekly basis. The primary SSVF provider will ensure that the information remains current. An email will be sent to the SSVF providers on a weekly basis to get the most up to date information on each Veteran on the by-name list.

Describe how the by-name list will be stored for the region, including technology used and how Regional Committees and other partners will be updated.

The by-name list is stored in Google Sheets. The partners will be updated at each county homeless task force meeting as well as the quarterly regional committee meeting.

Is region currently being served by NC Serves? Yes No

If so, how will NC Serves information be incorporated into the by-name list? NC Serves does not serve this area, however NC Serves from another area may refer Veterans from other regional committees to this region. If a Veteran is referred through NC Serves, the Veteran POC will be notified and the Veteran will be added to the by-name list. NC Serves Metrolina does receive some Veterans that contact them from some of the counties in the region. Homeless Veterans will be added to the by-name list as well.

Criterion #5: The community has resources, plans, and system capacity in place should any Veteran become homeless or be at risk of homelessness in the future.

Advertisement

Please explain the strategies that will be used to educate agencies and other community systems about the regional Veteran process. (Please attach any materials the Regional Committee uses in these efforts, like flyers, slides, posters, handouts, etc.)

Agencies who participate in Coordinated Assessment attend community meetings, meet with school social workers, mental health agencies, Department of Social Services, local businesses and many more to inform the community about Coordinated Assessment, who can get an assessment and when they can complete it. The SSVF outreach workers will also share the information at any events that they attend throughout the region. We also use an information sheet to pass out to the community agencies.

Please explain the strategies the Regional Committee uses to educate Veteran households who are risk of homelessness or experiencing homelessness about the regional Veteran process. (Please attach any materials the Regional Committee uses in these efforts, like flyers, slides, posters, handouts, etc.)

The SSVF outreach workers attend multiple events throughout the region. They also attend meetings and conduct outreach at the local shelters on a regular basis. At these meetings they are sharing information about the SSVF program and the regional Veteran process. They are able to answer any questions that anyone may have.

Local Oversight

The regional Veteran process provides community-wide accountability for housing Veterans experiencing homelessness as quickly as possible. It is recommended that each Regional Committee have a Veteran subcommittee to oversee the system, report out to the Regional Committee, address system grievances, educate and provide outreach to non-participating agencies, and assist in maintaining the by-name list.

Please describe how the Regional Committee will be updated about progress towards ending Veteran homelessness, including: who will provide the update, how often, and in what venue(s) (Regional Committee meetings, email, etc.).

The Regional Committee will be updated on a quarterly basis at the in-person Regional Committee meeting. The update will be provided by Branden Lewis.

Will the Regional Committee have a Veterans subcommittee to oversee the region's plan? Yes No

How will system gaps be identified and addressed?

System gaps will be identified and addressed during subcommittee meetings. They will also be brought to the Coordinated Assessment subcommittee if needed.

How will system issues be identified and addressed?

System issues will be identified and addressed during subcommittee meetings. They will also be brought to the Coordinated Assessment subcommittee if needed.

Grievances

Agency Grievance Policy

Please complete the following policy with details from your Regional Committee:

If a provider declines a client referral, that provider should work with the community to refer the client to the next appropriate housing provider and/or emergency shelter to ensure that the household has a safe place to sleep that night.

Providers are expected to submit a written reason for the denial to Branden Lewis. Providers may decline 1 out of 10 referrals in a month without a meeting. However, if a program declines more referrals than this, they will need to meet with the Veteran subcommittee to discuss the issue(s) that result in referrals being declined.

For all other grievances, providers must email a detailed grievance to Branden Lewis within 14 days of the adverse action/decision. The Primary SSVF provider (Community Link) will schedule a hearing within 7 days of receiving the grievance and render a decision within 7 days following the hearing. If grievances cannot be resolved at the local level, an appeal will be submitted to the BoS CoC Veteran Subcommittee. In the event that CL is the aggrieved, the grievance will go to one of the other SSVF providers in the region, Family Endeavors or United Way of Forsyth County.

Individual Grievance Policy

Please complete the following policy with details from your Regional Committee:

If a household does not agree with a referral or the assessment process, the coordinated assessment site will attempt to make another appropriate referral based on the household's needs and the housing resources available.

If the household remains unsatisfied, they may file a grievance with Branden Lewis, Ginny Rainwater, or Nicole Dewitt, either verbally or in writing, within 14 days of the attempted referral. Branden Lewis will respond within 7 days. If the household does not agree with this local decision, an appeal will be submitted to the BoS CoC Veteran Subcommittee. In the event that CL is the aggrieved, the grievance will go to one of the other SSVF providers in the region, Family Endeavors or United Way of Forsyth County.